Clarity

Training Manual

Version 8

08/06/2015

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Welcome to Manna Freight Systems, Inc. Vendor Portal Training

Purpose:

To ensure that all vendors have proper training on our Clarity® application with an easy-to-use reference manual.

Introduction:

Clarity Supply Chain Visibility Tools® is your company's portal into our operating system LIFT® and your best opportunity to use efficiencies that will help you manage our customers' freight while driving your own costs down. Deployed effectively by your employees, Clarity will become an archive for the transactions you handle, a repository for chain of custody information, and an invoicing tool to help your cash flow. We provide Clarity training to your designated employees, ongoing help and support, and we ask that as a Manna service provider you make it a daily part of your work flow. Thank you for joining the Manna family and we look forward to a long and mutually beneficial relationship.

What You Will Learn

Participants will be able to:

- Login to Clarity using confidential credentials.

- Navigate Clarity's various screens

- Understand the meaning of the information found in Clarity

- Be able to easily view freight pick-ups and transfers, update shipment statuses, and track orders

- See a vendor dashboard reflecting your company's performance

- Image Proofs of Delivery (PODs) and Proofs of Pickup (POPs)

- Close out orders

- Invoice immediately

Getting Started with Clarity

Logging in:

1. Navigate to www.mfsclarity.com/clarity2/

2. Enter your username (typically your email address) and password

3. If you do not have login credentials, see your Manna representative.
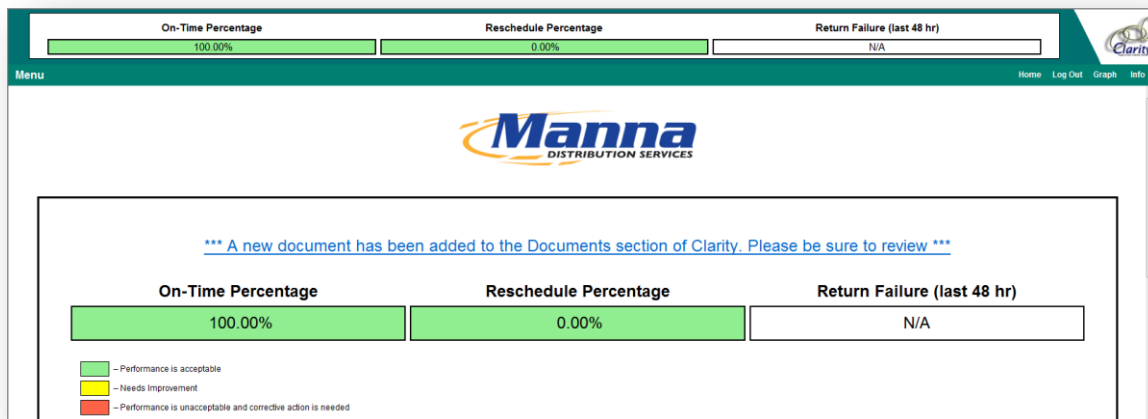
4. Click **Login**

NOTE: Please keep your login credentials strictly confidential and contact us if you feel they have been in any way compromised.

You will see the screen below.

This is your vendor dashboard. It provides a quick view of your company's performance for the last 60 days. Click any colored block (below) to get a detailed list of shipments with the BOL numbers, schedule dates, POD dates, Minutes late, rescheduled, and on time rate. Use this tool to monitor your performance to ensure compliance with our Service Level Agreements.

This page will then appear.

1. Click on any column header to sort the information

2. Export the information by clicking on the blue links

Let's start navigating Clarity.

NOTE: To view any page, click on a link below the **Shipments** header (below).

Pickups

These are shipments that you must pick up from the shipper. The following steps will help you know how to identify when a shipment is ready to be picked up, to print the paperwork required, and to update the status. On the top left of your screen click **Menu**.

1. Click **Pin Menu Bar**

    a. This keeps the menu visible as you navigate

2. Click **Applications**

3. Click **Agents**

4. Click **Pickups** (right)

5. Review the shipper's name and the expected pickup date and times columns (below)

6. To print pickup receipts, select the check box next to the order and select **Print Selected PRs** (Fig 1 below)

NOTE: The driver must have a pickup receipt in his possession to pick up freight. It provides a contact name, phone number, quantity and weight. The shipper must sign off, showing a change of custody.

<u>Fax the pickup receipt to Manna within 48 hours of the pickup.</u>

Fig. 1

Updating the Shipment's Status

1. Once your driver has picked up freight from a shipper, update the status to **Proof of Pickup**.

    a. Click the **Status** hyperlink associated with the order (below)

2. Click **Status** to update

3. Using the drop down, select the date (below)

4. Enter the **arrival and departure times** using military time including the colon

5. Enter your **name**

6. Click **Save Status**. You will now be able to view this BOL in the Transfers page.

Tip: You can use the hyperlinks at the top of each page (above) to identify how many shipments you have to take action on. For instance:

   All Shipments indicates the total number of shipments for the specific page you're in, i.e. Pickups.

   Problems indicate that special attention needs to be paid to these shipments.

   Today counts all of today's shipments

   Tomorrow counts all of tomorrow's shipments

   2,3,4 and 5 Days alerts you to upcoming orders

   Futures are all shipments beyond 5 days from now

Transfers Page

This is where you will see orders that need to be dropped at the carrier.

1. Click **Transfer**

2. Click the **MAWB number** to get routing instructions

3. Right click on the routing instructions and select **Print**

4. Drivers MUST have routing instructions. It saves time and gives the carrier a place to sign off that denotes a change in custody of the freight.

NOTE: The **Drop By** date is your deadline. Freight must be dropped on or before this date. If the date is in red that means it is passed and the freight is now late. Drop it immediately. Yellow highlight means you must transfer freight today.

Ship Name	Services	Expected Pickup	Drop By -	MAWB ETD	MAWB
▬▬▬▬▬▬		Friday, December 30, 2011	3/26/2012 12:00 AM	3/23/2012 3:06 PM	234681223
▬▬▬▬▬▬▬▬		Monday, November 28, 2011	3/26/2012 12:00 AM	3/23/2012 11:30 AM	234681222

5. Click back to the Transfers page and click Status to update the shipment

	Select	Flags	Status Entry	Pieces	Weight	BOL
1	☐		Hold for Reroute Disposition	1	51	DH▓▓▓▓▓
2	☐		Hold for Claims Disposition	3	1029	DH▓▓▓▓▓
3	☐		Status	1	64	DH▓▓▓▓▓
4	☐		Status	1	162	H6▓▓▓▓

6. Select the **date** from the drop down

7. Enter the (military) **time**

8. Enter your **name**

9. Click **Save Status** (below)

Hold for Disposition

1. This screen shows any shipment waiting on disposition, whether originally refused from consignees or encountered damage. There is no action to take within this screen. It is more of an "FYI."

Inbound Page

This screen shows all the freight you must recover from the carrier so you can make the final delivery.

1. Click **Inbound**

NOTE: The **ETA** column tells you when the freight is expected to be recovered. The **Carrier** column tells you which carrier will have possession of the freight. Some carriers deliver to your dock.

2. Click the **MAWB number** associated with the shipment

   a. **Right click** on the consolidation manifest to print for your driver

3. Click a link under **ETA**

   a. This takes you to the carrier's web page

4. Click the **back** button to return to the **Inbound** page

5. Click **Status**

6. Enter the date, time and your name (below)

Status	Status Date	Status Time	Your Name/Notes
Received From Carrier	3/22/2012 ▾		
Save Status	Back To Details		

7. Click **Save Status**

    a. You will save all the information you entered and be able to view the shipment in either **Un-Scheduled Shipments** or **Scheduled Shipments**.

NOTE: All shipments must be updated within 2 hours of recovery.

NOTE: Towne Air will update our system automatically. If you see a shipment that you recovered from a day prior, and it is not updated, make sure to update it.

Deluxing

Deluxing is a value-add service Manna offers its furniture customers. Deluxing means simple making simple, quick touch ups or minor repairs to furniture such as tightening hinges, rubbing out a shallow scratch, etc. If you are unaware of this service, contact our Procurement department. If a shipment requires deluxing, it will have a paintbrush icon in the Flags column.

Don't forget to update the Status link.

Step 1: Deluxing Acknowledgement

Orders that require deluxing are indicated by the brush icon in the Flags column (below).

A. Under **Status Entry**, click **Acknowledge Deluxing** to indicate that you understand that deluxing will be performed on this piece.
B. Make sure to enter the date and time, your name, and click **Save**.

C.   Click **Print Deluxing Checklist** (below).

Step 2: Enter Deluxing Complete Status
A.   After completing the actual deluxing required to make the product deliverable click **Enter Deluxing Complete** under **Status** (below)

B.   If there is no damage or missing items, enter the status date and your name
C.   Click the button corresponding to **No damage or missing items** (below)

Status	Status Date	Status Time	Yc
Deluxing Completed	07/25/2008 ▼		
No damage to product nor missing items	◎		
Damage or missing items noted	◎	If damage noted click here to Enter Deluxing Exception in the Info tab	

Save Status

Print Deluxing Checklist

This is an exmaple of the Deluxing Checklist. You may print this from the Documents or Deluxing Section of Clarity.

Deluxing Checklist for BOL # _____

SIGN OFF FROM CARRIER:

Good☐List exceptions:_____

If applicable, were the feet or legs attached to the furniture   Yes ☐   No ☐

VISUAL INSPECTION OF PACKAGING:

Packaging good, no external damage ☐   If damage, piece # _____ of _____

Corners/edges crushed ☐   Punctured ☐   Has been opened ☐   Wet packaging ☐   Torn ☐

Describe location (front, right, leg, drawer, etc.) and extent of damage: _____

_____

Condition of internal packing _____Corner protection _____

Tray/end cap _____Type of wrap_____ Condition _____

Photos of Packaging Uploaded ☐_____

CONDITION OF PRODUCT:

Missing pieces ☐ Piece # ___ of ____. Broken glass ☐ Piece # ___ of ___.   Bent parts ☐ Piece # _____ of _____

Describe location (front, right, leg, drawer, etc.) and extent of damage _____

_____

Photos of Product Uploaded ☐_____

PRODUCT FINISH AND MATERIALS:

Ready for delivery Yes ☐   No ☐

Color inconsistent ☐	Joints loose ☐	Defect in finish ☐
Paint/stain marks ☐	Product decay ☐	Finish damaged ☐
Internal decay ☐	Hardware loose ☐	Veneer cracked/lifting ☐
Wood split/broken ☐	Molding Loose ☐	Misaligned drawers ☐
Nails protruding ☐	Fabric torn ☐	Open seams ☐
Leather torn ☐	Poor alignment ☐	Fabric soiled ☐ Other ☐

Describe Location (front, right, leg, drawer, etc.) and extent of damage: _____

_____

Deluxing Checklist for BOL # _____

DESCRIBE TOUCH UP BELOW:

Touched up by agent ☐   Notified Manna _____Date _____

Requires Furniture Tech Repair ☐   Notified Manna _____ Date _____

3rd party inspect not repairable ☐   Notified Manna _____Date _____

Piece not received ☐   Notified Manna _____Date _____

Estimated cost of repair $ _____   Notified Manna _____Date _____
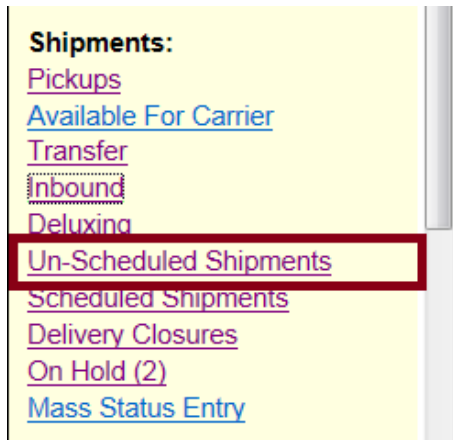
Repair complete☐   Notified Manna _____Date _____

Final inspection ☐   Notified Manna _____Date _____

***Upload photos on Clarity of product when deluxing is complete. (See Deluxing Photo Process)

Un-Scheduled Shipments

This screen shows all shipments that are not yet scheduled. The information changes in real time and will update each time you refresh your browser. This screen does not require any status updates or any action by you *unless you have an agreement with Manna to schedule shipments*.

You can track shipments, print paperwork, and verify your costs. As shipments are scheduled they will move into the Scheduled Shipments page where you will update the Out for Delivery status of each shipment.

Shipments:
Pickups
Available For Carrier
Transfer
Inbound
Deluxing
Un-Scheduled Shipments
Scheduled Shipments
Delivery Closures
On Hold (2)
Mass Status Entry

1. Click **Un-Scheduled Shipments**

NOTE: You can see expected delivery dates below. This should help you schedule equipment and manpower.

	Select	Flags	Scheduling	Pieces	Weight	BOL		Cons Name	Services	Expected Delivery
1	☐		No Permission to Schedule	1	45	H▮▮▮▮▮	≥	B▮▮▮▮▮▮▮▮		Tuesday, February 21, 2012
2	☐		No Permission to Schedule	67	1575	▮▮▮▮▮	≥	C▮▮▮▮▮		Monday, March 12, 2012
3	☐		No Permission to Schedule	42	1000	▮▮▮▮▮▮	≥	▮▮▮▮▮		Tuesday, March 20, 2012
4	☐		No Permission to Schedule	54	1290	N▮▮▮	≥	C▮▮▮▮▮▮		Friday, March 23, 2012
5	☐		No Permission to Schedule	47	1124	▮▮▮▮	≥	▮▮▮▮▮		Monday, March 26, 2012
6	☐		No Permission to Schedule	29	691	▮▮▮▮	≥	▮▮▮▮▮		Monday, March 26, 2012

Manna's schedulers will be calling consignees to set up these deliveries.

NOTE: The Flags column (below) identifies some special action you may need to be aware of. We'll address all the flags that may appear in this column later in this manual. (For example: The football icon below means that the order must deliver in time for SuperBowl.)

All Shipments: 6 Problems: 0 Today: 1 Tomorrow: 0 2 days: 3 3 days: 0 4 days: 0

Pieces: 9 Actual Weight: 838

	Select	Flags	Scheduling	Pieces	Weight	BOL	
1	☐	⬤	No Permission to Schedule	3	166	▬▬▬	->
2	☐	⬤	No Permission to Schedule	2	210	▬▬▬	->
3	☐	⬤	No Permission to Schedule	1	121	▬▬▬	->
4	☐	⬤	No Permission to Schedule	1	92	▬▬▬	->
5	☐	⬤	No Permission to Schedule	1	128	▬▬▬	->
6	☐	⬤	No Permission to Schedule	1	121	H▬▬▬	->

Refresh List   Print Selected DRs   Print All DRs

To track shipments:

1. Scroll right on your screen and click a hpyerlink under MAWB ETA (below)

8 Today: 4 Tomorrow: 4 2 days: 7 3 days: 1 4 days: 0

11,191

	Window Start	Window End	MAWB ETA	
	11:00 AM	04:00 PM	2/22/2012 9:00 AM	
2	11:00 AM	04:00 PM	2/27/2012 9:00 AM	
2	11:00 AM	04:00 PM	2/27/2012 8:00 AM	
2	11:00 AM	04:00 PM	2/29/2012 9:00 AM	
	11:00 AM	04:00 PM	3/2/2012 9:00 AM	

2. Clicking the MAWB ETA number will take you to the carrier's website and provide you with detailed tracking information (see example next page).

3. Click the **Back** button to return to the **Un-Scheduled Shipments** page.

4. To print a delivery receipt, scroll right again

5. Click a hyperlink under **Print DR** (below)

Cons ZIP	Shipment Type	Agent	Agt Costs	Print DR	Miles	
27235-9636	TP			Print DR	14.4469	
28613	WG			Print DR	62.4105	
27235	TP			Print DR	14.4469	

6. Right click the resulting page to print it for the driver

NOTE: The driver is responsible for filling in the date, arrival and departure times, and signing his name name. The consignee is responsible for filling out the delivery survey.

7. Click the **Back** button to return to Un-Scheduled Shipments

8. To print recovery paperwork needed at the carrier **click a link under the MAWB** header

All Shipments: 9 Problems: 4 Today: 0 Tomorrow: 0 2 days: 1 3 days: 0 4 days: 0 5 days: 1 Future: 3
Pieces: 20 Actual Weight: 1,599

ervices	Expected Delivery	Window Start	Window End	MAWB ETA	MAWB
	Tuesday, February 28, 2012	11:00 AM	04:00 PM	2/24/2012 4:00 PM	2■■■■■■
	Friday, March 02, 2012	11:00 AM	04:00 PM	2/28/2012 2:00 PM	4■■■■■
	Friday, March 02, 2012	11:00 AM	04:00 PM	2/29/2012 11:00 AM	2■■■■■
	Tuesday, March 06, 2012	11:00 AM	04:00 PM	3/2/2012 4:00 PM	2■■■■■
	Friday, March 09, 2012	11:00 AM	04:00 PM	3/7/2012 11:00 AM	2■■■■■
	Monday, March 12, 2012	11:00 AM	04:00 PM	3/8/2012 4:00 PM	2■■■■■

9. Clicking brings up a copy of the MAWB consolidation manifest (next page)

10. Your driver must have a copy of this paperwork to present to the carrier. (See the **Basic Dock Recovery** process in the **Documents** section of Clarity).

11. Click the Back button to return to the Un-Scheduled Shipments page

Next, verify costs. Here's how:

1. Click a hyperlink below **Agent Costs** (below)

2. This will give you a breakdown of costs, freight, fuel, etc.
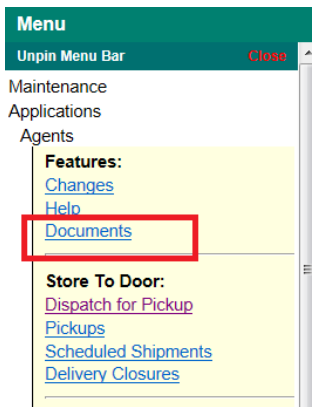
Menu

Unpin Menu Bar   Close

Maintenance
Applications
  Agents
   Features:
   Changes
   Help
   Documents

   Store To Door:
   Dispatch for Pickup
   Pickups
   Scheduled Shipments
   Delivery Closures

Cons State	Cons ZIP	Shipment Type	Agent	Agt Costs	Print DR
TX	75248	TP		26.00	Print DR
TX	75230	WA		55.60	Print DR

All Shipments: 9   Problems: 4   Today: 0   Tomorrow: 0   2 days: 1   3 days: 0   4 days

Pieces: 20   Actual Weight: 1,599

Scheduled Shipments

This screen will display all scheduled shipments. This list will be updated as Manna schedules shipments from the **Un-scheduled Shipments** page. This screen is similar to the **Un-Schedule** screen as you can track shipments, print paperwork, and verify your costs. In addition you will update the **Out for Delivery** status the morning of the scheduled delivery.

Shipments:
Pickups
Available For Carrier
Transfer
Inbound
Deluxing
Un-Scheduled Shipments
Scheduled Shipments
Delivery Closures
On Hold (2)
Mass Status Entry
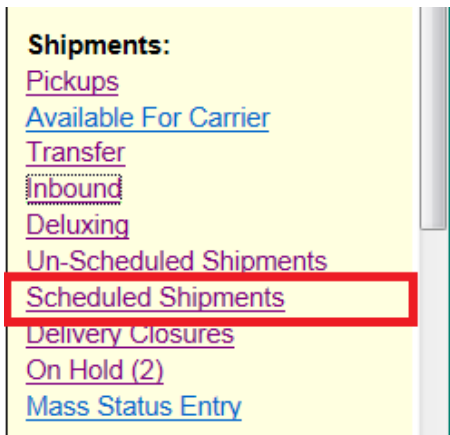
Fig. 12

Fig. 13

All Shipments: 39   Problems: 9   Today: 4   Tomorrow: 3   2 days: 4   3 days: 6   4 days: 6   5 days: 0   Future: 7

Pieces: 47   Actual Weight: 4,551

ns State	Cons ZIP	Shipment Type	Agent	Agt Costs	Print DR	Miles	PO

1. Click **Scheduled Shipments** (Fig. 12 above)

2. Use the upper menu bar (Fig. 13 above) to see shipments scheduled today, tomorrow, etc.

3. Drivers must be prepared for all deliveries with instructions and and paperwork. This is where you will find detailed information.

4. Click an icon in the **Flags** column (Fig. 14 below) to get information or assembly instructions.

5. Right click to print instructions and send them along with drivers.

Fig. 14

23	☐	AX		Status	1	55	K10055245	~>	KAR
24	☐		📄	Status	1	29	AD	->	B2B
25	☐	🔧	📄	Status	2	280	K	->	THO
26	☐	🔧☎	📄	Status	2	210	K	->	Debr
27	☐		📄	Status	1	155	K	->	Kath
28	☐		📄	Status	1	125	K	->	Devi
29	☐	AX	📄	Status	1	74	K	->	Tany

6. To update a shipment as **Out for Delivery** click a hyperlink under **Status** (below)

All Shipments: 63 Problems: 3 Today: 0 Tomorrow: 14 2 days: 29 3 days: 4 4 days: 6 5 days: 0 Future: 7

Pieces: 92 Actual Weight: 9,334

	Select	Flags	Status Entry	Pieces	Weight	BOL		Cons Name
1	☐		Update Inbound Status	1	85		->	De
2	☐	⊘	Update Inbound Status	3	301		->	Cyr
3	☐		Status	1	190		->	Cyr
4	☐		Status	3	157	9	->	M
5	☐		Status	2	217		->	CU
6	☐		Status	1	48	H	->	T
7	☐		Status	1	137		->	RY
8	☐		Status	1	122	H	->	M
9	☐		Status	1	92	H	->	T
10	☐		Status	1	130	H	->	W

NOTE: All shipments going out for delivery must be updated by 08:00 a.m. local time on the day of the scheduled delivery.

7. The screen below will come up

8. Select the **date** from the drop down

9. Enter the (military) **time**, and your **name**

10. Click **Save Status**

NOTE: If you see a note of **Update Inbound Status** under the **Status Entry** column, the carrier has not been marked as Received from Carrier in the Inbound screen. Update this status on the Inbound page before you update the **Out for Delivery** status.

Delivery Closures

This page lists all the shipments that need Proof of Delivery information.

1. Click **Delivery Closures**

2. Click **Status** and the link allows you to enter the name of the consignee, the date and time that the delivery took place.

Status	Status Date	Status Arrival Time	Status Departure Time	Consignee Name/Notes
Proof of Delivery	3/5/2012			

Effective 12-19-09 we require that an arrival and departure time be logged for all "Proof of Pickups" and "Proof of Deliveries".

Save Status   Back To Details

3. Click **Save Status**

NOTE: Call Manna with any exceptions. All proofs of deliveries must be updated by 10:00 a.m. the day following the delivery.

On Hold Page

This shows any orders that have been placed on hold for a variety of reasons.

Shipments:
Pickups
Available For Carrier
Transfer
Inbound
Deluxing
Un-Scheduled Shipments
Scheduled Shipments
Delivery Closures
On Hold (2)
Mass Status Entry
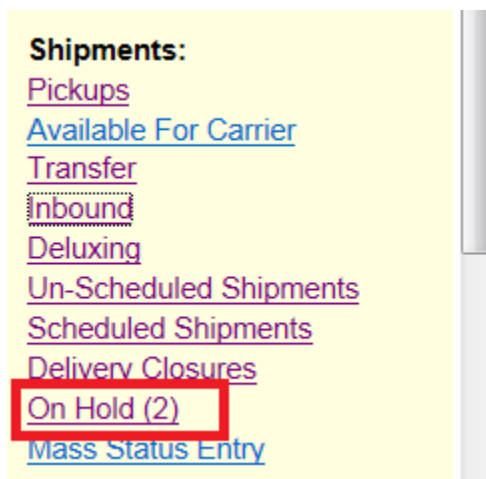
1. Click On Hold

2. This page will show any orders that have put On Hold for any reason. The order will return back to an active page once the issue has been resolved.

NOTE: Once the issue has been resolved, the order will go back to an active screen. If you know a shipment is either on your dock or is inbound to you, but you do not see it in other Clarity pages, be sure to check here.

Certification

This is a questionnair the driver must complete before he is able to delivery a Last Mile Home brand shipment.
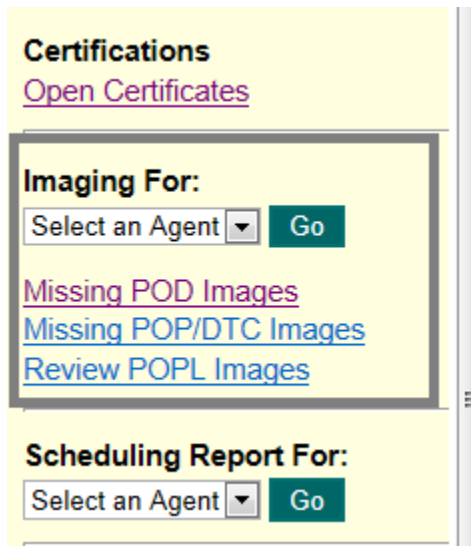
1. Click **Open Certificate**

2. Take the test under your agent name to become certified.

3. A Manna representative will confirm your certification.

Imaging PODs and POPs

We attach images of Proofs of Delivery and Proofs of Pickup with BOLs and vendors play a role in imaging's efficiency.

1. Select an **Agent Account ID** from the drop down

2. Click **Go**

3. Click **Upload Files** and the screen below appears. When you scan the documents in PDF format, you are able to scan as many documents as you would like. Clarity will separate each page into an individual line item. This is for PDF format only. All other file types need to be scanned one page at a time.

4. Enter the link where you have the PODs or POPs saved or select Browse to locate them on your computer (above).

5. Click **Upload File**

6. When the files are done uploading, return to the main page.

7. Highlight the POD or POP to image

8. Enter the BOL number

9. Select **Proof of Delivery**, **Proof of Placement, Proof of Pickup, Damage – Accepted, Damaged – Refused, or Refused** from the Image Type dropdown. If you mark Damaged – Refused, Damaged – Accepted, or Refused you will receive a New Service Log and have to enter in notes describing the reason for the damage and /or refusal. ==Notify the appropriate Manna Operations personnel of the situation.   They will advise next step for damage or refused freight==.

10. Check the **Auto Archive** box.

11. You must also enter the POD Name (consignee's name), POD date, arrival and departure times. Make sure the **Save Status** box is checked.

12. For two man deliveries, the questions must be answered, and click on **Save Questions**.

13. Click **Attach This Image** and the POP or POD will attach.

14. Move on to the next POP or POD and repeat the steps. ==Confirm image type==. It is very important to select the correct image type.

15. To confirm that the image has been attached, find the BOL in **Create Invoices**.

NOTE: In order for the BOL to go to the invoicing page, the image must be attached. You can confirm that the image has been attached by locating the BOL on the invoicing screen.

Missing POD Images

This page shows the shipments that do not have Hard Copy POD images. Check this page to ensure that Manna has received the hard copies as requested by contract and on the notes on the delivery receipt itself. Once the hard copy exists in our system the order will immediately show up on the Online Invoicing screen.

Click **Missing POD Images**

To remove the BOL from the above screen follow any of the steps below:

1. Image the POD

    a. See **Imaging a POD or POPs** section

2. Once either you have imaged the order to the BOL it will be removed from this page.

Missing POP or DTC

This screen shows all the shipments that do not have a Proof of Pickup or Delivered to Carrier image.

1. Click **Missing POP/DTC**

NOTE: Once either you have imaged the order to the BOL it will not appear on this page.

Review POPL Images

Some of our vendors provide us with images of retail displays or fixtures placed on the store floor to demonstrate to customers that the freight has been properly located according to a planogram. Follow the image instruction to provide a Proof of Placement Photo.

Scheduling Report

This option allows you to view the scheduling report that you normally get via fax.

1. Click the **drop down** menu to select the agent ID

2. Click **Go**

3. Right click to print

NOTE: The scheduling report is not completed until 15:15 each day, your local time. It can be viewed for preliminary information earlier in the day. Should anything happen to change this report after 15:15, Manna will call you to assure that the changes are acceptable.

Invoicing

Online invoicing is available to all agents, allowing you to create an invoice in Clarity that goes directly to our Accounting department for immediate processing.

The charges shown in Clarity will be paid for as if the invoice had been received that day. (No more waiting for invoices to be mailed.)

1. Click **Create Invoices**

2. Check the box next to the shipments you want to invoice (first column)

3. Scroll to the bottom of the screen to enter the invoice number

4. Click Invoice **Selected Manifests ID** to send the invoice to Manna's Accounting Dept.

Next you will see a summary of what was invoiced. You may print invoices or view them in **Search History.**

1. Select the **Account ID**

2. Enter the **date range** you are searching

3. Click **Go**

4. Click any invoice number to view it

Quick Info

Enter Manna's reference number to locate information for a BOL number.

Below, see an example of the type of information available to you.

Store-to-Door Service

NOTE: This section is for our Store-to-Door vendors only. If you want to learn more about this service please contact the Procurement department.
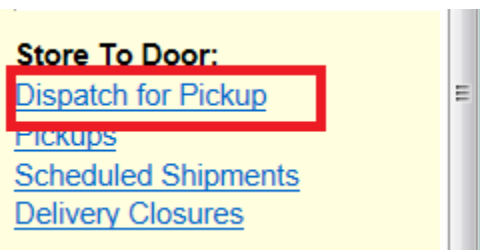
	Acct	Invoice	Inv Amt	Paid	Inv Date
1		874	88.18	88.18	6/27/2014
2			10.00	10.00	6/27/2014
3			73.43	73.43	6/27/2014
4			149.05	149.05	6/27/2014
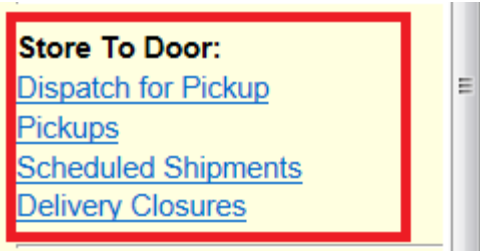
Dispatch for Pickup

This page shows you the orders with available pickup dates as well as the scheduled delivery date and time window.

1. Click **Dispatch for Pickup**

When an order has been dispatched for pickup from a store, the status must be changed.

1. Click **Status**

2. Enter the date, time and your name (below)

3. Click **Save Status**

Pickups

Once you enter the Dispatched for Pickup status, the order will appear on the Pickups page.

When the order has been pick up, be sure to update the status.

1. Click **Status**

2. Enter the **date, arrival and departure times,** and **your name** (below)

3. **Click Save Status**

Scheduled Shipments

Once you have updated Pickups, you will be able to view the shipment in Scheduled Shipments.

Out for Delivery Status

Be sure to update the **Out for Delivery** status daily by 08:00 your local time, so we don't have to call your office. It's easy and efficient for both of us.

1. Click **Status**

2. Enter the date, time, and your name

3. Click **Save Status**

Delivery Closures

Now the order will be viewable on the Delivery Closures page

Once the delivery has been completed and you have **Proof of Delivery** update the status.

1. Click **Status**

2. Enter the **date, arrival and departure times,** and **your name**

3. Click **Save Status**

FAQs

How do I see shipments coming into me and by which carrier?

View all inbound shipments on the Inbound page and identified by the carrier with an ETA

How do I update status?

Click on the Status link on the Pickups, Inbound, Transfer, Scheduled Shipment or Delivery Closure pages.   Enter the date, times, and names and then click Save Status.

How do I bill Manna for a delivery?

Click Create Invoicing.   Click in the box next to the shipment you want to invoice, go to the bottom of the screen and put in your invoice number. Then click Invoice Selected Manifests ID to send the invoice to our Accounting dept. Next you will see a summary of what was invoiced on that invoice. You may print this.

Where do I go if I have a question regarding a shipment?

Contact a Manna Procurement representative at 877-626-6249 or email Procore@manna.com.

What do I do if my driver is running late?

Call Manna at 877-626-6249 as soon as you can so we can contact the consignee.

What does the splash screen information mean to me?

This screen will give you your on-time percentage, reschedule percentages, and return failure for the last 60 days. Click the colored blocks to see a detailed list of shipments with BOL numbers, schedule date, POD date, minutes late, and rescheduled.

I can't find the POD; how do I invoice Manna?

Send a paper invoice via US mail.

How can I tell if I have already invoiced something?

Go to the bottom of the page and you will see Quick Info section. Enter the Manna BOL number and click Find BOL and it will show you the invoice number, if it has been invoiced. If it has not been invoiced, it will show you what page you can find the shipment on.   If **No Sections Available for this BOL** call us at 877-626-6249.

Clarity shows my shipment was late, but I delivered it on time. What should I do?

Call Manna Customer Service and explain the situation.

How do I add a new user for my company?

Click Maintenance under the Menu bar. Then click on Users. Click Add New User under Sub Users. Enter all the information requested, and enter your current password when you log in to Clarity. Once you do that, the new user will receive an email from MFS with a link to set up a password.

If I have several different IDs, how can I tell what the On Time Percentage is for each ID?

If you click on the colored bar below On-Time Percentage you will see the agent ID and can sort this page by clicking on the column header.

Additional Information

Notes/Handoff Notes

It is possible to send a note to Manna to record conversations with Manna personnel. This information will be attached to a specific shipment and be recorded in our internal tracking program. It is imperative that when you put a note in the Agent Page that you <u>call Manna Distributions and put in the person's name that you advised of the issue in the notes you send to us</u>.

Flags and Icons

Shown below are only 2 of the possible icons you may see in Clarity's Flags column. These icons are intended to draw your attention to a requirement for some action on your part.

Please be familiar with the list of icons and what is required of you for each one.

	Select	Flags	Status Entry	Pieces	Weight	BOL
1	☐	🔧	Status	2	165	H▬▬▬
2	☐	★	Status	1	134	H▬▬▬

Hot Flag: (*HOT*) When you see the letters **HOT** in the Flags column it means that the customer has requested delivery on a specific day. Any shipment with this flag must be attempted on the expected delivery date regardless whether contact has been made with the consignee.

AX Flag: (AX) "AX" in the Flags column denotes that a shipment is an **advanced exchange**. You will be delivering a new unit and picking up the old one from the consignee and packaging it for return in the new unit's packaging materials. <u>The returned shipment needs to be treated with the same care as if it were a brand new unit.</u>

Tree: Must deliver by Christmas Day.

Football: This flag means this shipment must arrive before the Super Bowl.

Clock: Denotes shorter delivery window than the standard 4 hour window.

Wrench: Indicates vendor instructions for the assembly of this shipment. Click the wrench to view and print the instructions and make sure your driver has a copy with him at the time of delivery.

Paint Brush: Usually for a furniture delivery. You must complete the deluxing checklist for this shipment. Click the paint brush for instructions. Review the **Deluxing** section of this manual.

Star: Indicates unacknowledged notes for this shipment.

Telephone: Quality Compliance Call needs to be done.

Box: Box inspection needs to be completed.